

## PILATES SPACE COVID-19 STUDIO PROTOCOLS

Our team is grateful and excited to welcome you back into Pilates Space for classes. Our Virtual Studio continues to operate alongside our In-Studio offerings to help you maintain your wellness and fitness and community connection. Your health and safety and that of our teachers is of utmost importance. In accordance with Ottawa Public Health, here's what we're doing and what we ask of you, to ensure a safe and positive experience for all.

### Safety Measures

- Sanitize your hands upon entering the studio.
- **Masks are required at all times.** If you need a temporary break from your mask, please advise your teacher. Walk out to the lobby of the building, remove your mask, take a few deep breaths, and then resume wearing your mask. Sanitize your hands again upon re-entering the studio.
- Respect physical distancing always.
- Reformer and Chairs are distanced 2 metres apart. All straps and handles have been wrapped in an easy to clean, non-porous vinyl.
- Fletcher Towels and other small apparatus have been removed temporarily.
- You may bring your personal Fletcher Towel to your private session.
- Each person is responsible for cleaning their equipment after every session.
- In addition, all frequently touched surfaces will be disinfected daily.
- For equipment and studio cleaning, we are using and providing disinfectants found on Health Canada's list of hard-surface disinfectants with evidence against COVID-19.
- Change rooms are currently closed.
- Washrooms are for emergency use. After using the washroom, please use the disinfectant wipes to wipe down all the surfaces you have touched.

### Studio Flow

- Please arrive only 5 minutes before the start of your class. Door will remain locked and will open before your class. The building lobby has space to wait if needed. Please enter one at a time and only when the lobby is clear.
- Sanitize your hands upon entering the studio and before leaving.

- Arrive dressed and ready to go. Bring a pair of clean socks to change into at arrival. No bare feet allowed.
- Bring your own water bottle and please limit personal items otherwise.
- Footwear and jackets stay in the entrance.

## **In-Studio Scheduling**

- At this time, we can accommodate 5 people for Reformer classes and 5 people for Chair classes. There will be a gradual increase when its safe to do so. Likewise, we may decrease numbers of classes or class size if needed.
- Email to sign up for Reformer and Chair classes as well as private sessions.
- All sessions must be pre-paid via Mindbody Online through your personal account.
- In-Studio classes are 55 minutes in length and will be scheduled 15 minutes apart.

## **Virtual Studio Scheduling**

- Fletcher Fusion classes and workshops will remain as part of our Virtual Studio for now.
- Pre-pay and sign up via Mindbody Online through your personal account.
- Virtual Studio classes are 45 minutes in length and workshops are 1.25 hrs.

## **Cancellations**

- Please respect our 24-hour cancellation policy. If you're feeling unwell with less than 24 hours' notice, email us asap and you will not be charged for your session.
- Please understand that if you have committed to a Reformer or Chair class, we have reserved a piece of equipment for you in that class and someone else might be on a waiting list. If you are cancelling often, we may ask you to relinquish your spot. If you miss 2 weeks in a row and we don't hear from you, we will offer your spot to the next person on the waiting list.
- Email is our preferred method of communication [info@pilatesspace.com](mailto:info@pilatesspace.com). Allow 24-48hrs response time. Many administrative duties are happening from home.

## **Pre-Entry Screening**

By attending your session, you attest to the following:

- I am not experiencing any flu-like symptoms such as fever, cough or shortness of breath.
- I have not traveled internationally or to an impacted area within Canada within the last 14 days.
- I do not believe I have been exposed to someone with a suspected and/or confirmed case of COVID-19.
- I have not been diagnosed with COVID-19 and remain not yet cleared as being noncontagious by public health authorities.
- I am following all Health Canada recommended guidelines as much as possible and am proactively taking steps to limit my exposure to COVID-19.
- By participating in classes at Pilates Space, I acknowledge and accept the risks associated with COVID-19.

## **Previous Packages**

- We understand that you may not be ready to return to the studio at this time. If you have a package that you'd like to transfer to our Virtual Studio, contact us via email. Otherwise, all accounts remain on hold.
- Reminder of our no-refund policy.

## **Community Care**

- Our reopening is a process, and we will amend our studio offerings as guidelines change. Thank you for your patience and understanding as we navigate this pandemic. We see it as a time of renewal and adaption and we are grateful to you, our Pilates community, which has stood by us since we closed and as we reopen.
- Any questions or concerns, communicate with us via email [info@pilatesspace.com](mailto:info@pilatesspace.com).

Let's continue to move, learn and grow together!

Pilates Space Team